

DIRECTOR OF LIBRARY AND NEIGHBORHOOD SERVICES
(UNCLASSIFIED)

DEFINITION:

To plan, organize, coordinate, and direct the operations and activities of the Library and Neighborhood Services Department; to provide highly responsible professional and technical staff assistance.

SUPERVISION RECEIVED AND EXERCISED:

Administrative direction is provided by the City Manager. Responsibilities include direct and indirect supervision of managerial, professional, technical and clerical staff.

ESSENTIAL DUTIES: Duties may include but are not limited to the following:

1. Plan, organize, coordinate, and direct the operations and activities of the Library and Neighborhood Services Department.
2. Direct and participate in the development and implementation of goals, objectives, policies, procedures, and priorities of the department.
3. Develop library and neighborhood services programs to meet community needs.
4. Provides or oversees provision of staff support to assigned boards and commissions.
5. Respond to and resolve the most difficult citizen inquiries and complaints.
6. Develop and implement library systems, procedures and policies.
7. Supervise and participate in the preparation and administration of the department budget, maintaining appropriate budgetary controls.
8. May be responsible for capital improvement/construction projects, public relations efforts, automated systems enhancements and a variety of other general improvements issues.
9. Represent the City, and Library and Neighborhood Services in the community, City Council, City staff and advisory bodies on City and neighborhood problems and solutions.
10. Participates in City management staff meetings with other Department Heads; discuss and review overall City problems and priorities; may serve on special task forces or direct the conduct of projects having a general City-wide impact.
11. Coordinate Library, and Neighborhood Services Department activities with other City departments and outside agencies.

12. Select, supervise, coach, and evaluate assigned staff.
13. Direct Community Development Block and Social Services Grant Programs; the Community Preservation (Code Enforcement) Program; the Property Rehabilitation Program; the Hayward Para-transit Program; and the Neighborhood Partnership Program.
14. Perform related duties as assigned.

QUALIFICATIONS - Knowledge, Skills, and Abilities:

Knowledge of:

- A. Principles and practices of budgeting and personnel management.
- B. Principles and practices of public administration; organizational and program development and evaluation; social research, community needs assessments, and community organization; as well as code enforcement.
- C. Philosophy, objectives, trends, techniques, principles and practices of state-of-the-art modern public library services and management.
- D. Public library operations and specialized services such as cataloging, reference, and bibliographic work.
- E. Public library technology and programming in relationship to community needs.
- F. Principles and practices and the integration of print, digital, and audiovisual collections.
- G. Pertinent Federal, State, and local laws, codes and general laws.
- H. Ability to: Plan, organize, direct, and coordinate the activities of a library, social services, and community preservation programs.
- I. Communicate clearly and concisely, orally and in writing.
- J. Select, supervise, coach and evaluate subordinates.
- K. Demonstrate effective leadership.
- L. Develop and implement goals, objectives, policies, procedures, and work standards.
- M. Review and analyze complex and technical information.

- N. Draw valid conclusions and project consequences of decisions and recommendations.
- O. Set priorities and meet deadlines.
- P. Analyze situations and make quick decisions requiring sound judgment.
- Q. Prepare concise, comprehensive reports.
- R. Exercise independent judgment and establish and maintain effective working relationships with and integrate the concerns, needs, and desires of public officials, community organizations, employees, and the general public.

EXPERIENCE AND TRAINING:

Any combination equivalent to experience and training that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Six years of increasingly responsible experience in professional public library administration, and/or community development, including four years of supervision.

Education:

Bachelor's Degree from an accredited college or university with major course work in public or business administration or a closely related field and Master of Library Science Degree from an accredited college or university..

SPECIAL REQUIREMENTS:

Essential duties require the mental and/or physical ability to: work in a standard office environment; drive to various locations and make effective presentations to community groups, City Council, and City staff during day and evening hours; perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball, use standard office equipment; sit for prolonged periods of time; converse by telephone, in person, and to small or large groups and be clearly understood; read and comprehend technical and complex documents; safely lift and carry boxes, files, or materials weighing up to 35 pounds; interact with the public and all different levels of City staff and the community in a professional manner.

March 1970
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